

 University of Arkansas for Medical Sciences	UAMS NWA Special Populations					
		Week Ending				
	Weekly Report	11/14/2020	11/7/2020	October 2020	September 2020	YTD
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	192	131	484	234	1041
	# Indexes Complete	169	118	428	203	918
	% Indexed Complete	88.0%	90.1%	88.4%	86.8%	88.2%
	# Indexes unreachable (Max Attempts)	19	13	56	31	119
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	9.9%	9.9%	11.6%	13.2%	11.4%
	# Indexes Attempted calls (all completions + at least 1 attempt)	188	131	484	234	1037
	Average time from Index Received to Index Reached	0.08.05.02	0.07.11.22	0.12.25.05	0.20.30.04	0.12.44.08
	Average Index Handle Time	0.00:27:02	0.00:27:26	0.03:08:01	0.08:02:28	0.03:22:51
	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	82.3%	81.7%	71.1%	59.8%	72.0%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	97.4%	100.0%	96.5%	95.3%	96.8%
Contacts	# contacts generated	454	363	1306	785	2931
	# contacts generated per Index Complete	2.7	3.1	3.1	3.9	3.2
	# contacts complete	433	296	1050	543	2361
	% contacts complete	95.4%	81.5%	80.4%	69.2%	80.6%
	# contacts unreachable (Max Attempts + missing phone numbers)	6	23	124	46	206
	% contacts unreachable (Max Attempts + missing phone numbers)	1.3%	6.3%	9.5%	5.9%	7.0%
	# contact ATTEMPTED (all completions + at least 1 attempt)	439	337	1132	601	2575
	Average Time from Contact Generated to Contact Reached	1.11:03:52	1.02:48:45	1.07:10:10	1.18:17:05	14.04:38:23
	Average Contact Handle Time	0.00:13:35	0.00:17:10	0.00:29:28	0.00:18:12	0.00:22:02
	% contact completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	94.9%	75.6%	76.7%	63.9%	75.6%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	96.0%	85.9%	84.8%	71.2%	82.5%
	Average Time from receipt of initial case name to full completion of all related contacts	1.07:21:24	1.11:37:19	1.18:02:42	3.20:55:16	2.13:46:33